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PATENTS
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)
)
McConnell et al.)
)
Serial No.: 10/645,917) Art Unit: 2855
)
Filed: August 20, 2003) Confirmation No. 9581
)
For: Method and System for Selecting a)
Preferred Contact Center Agent Based)
on Agent Proficiency and)
Performance and Contact Center State)

INFORMATION DISCLOSURE STATEMENT


Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. A copy of each cited item is enclosed.

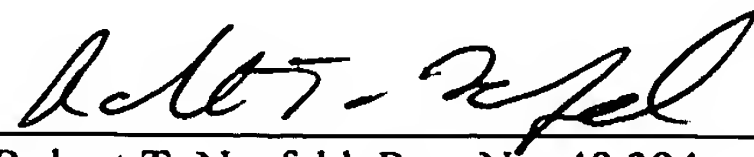
The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,


Robert T. Neufeld
Reg. No. 48,394

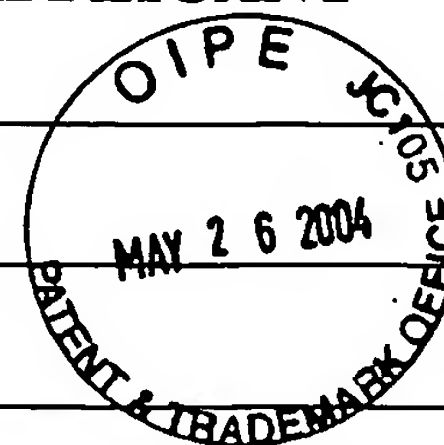
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K&S Docket: 07117.105015 US
3490031

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Robert T. Neufeld, Reg. No. 48,394

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FORM PTO-1449, Adapted

LIST OF INFORMATION DISCLOSED BY APPLICANT*(Use several sheets if necessary)*ATTY. DOCKET NO.
07117.105015SERIAL NO.
10/645,917FILING DATE
August 20, 2003APPLICANT
McConnell et al.GROUP
2855**U.S. PATENT DOCUMENTS**

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	5,914,951	6/22/1999	Bentley et al.			4/16/1996
	AB	6,408,064 B1	6/18/2002	Fedorov et al.			3/31/2000
	AC	6,603,854 B1	8/5/2003	Judkins et al.			2/25/2000
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
						YES	NO.
	AN	WO 01/065525 A2	9/7/2001	PCT	McIlwaine et al.		
	AO						

OTHER REFERENCES *(Including Author, Title, Date, Pertinent Pages, Etc.)*

	AP		
	AQ		

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.